



Title: I, Payroll/Personnel Manual

Chapter:

Bulletin: Title I, 07–12, Guidance For HR/Payroll/Personnel Call Center And *EmpowHR* Help Desk Support

Date: August 30, 2007

To: Holders Of The Payroll/Personnel Manual

This bulletin is being issued to provide guidance for customers requiring Human Resources (HR)/Payroll/Personnel Call Center and *EmpowHR* Help Desk support.

The National Finance Center (NFC) provides a number of help desk options to support both functional and technical aspects of NFC's HR systems and services. These options include the HR/Payroll/Personnel Call Center and the *EmpowHR* Help Desk.

HR/Payroll/Personnel Call Center

Available Hours. The hours of operation are Monday through Friday 8:00 a.m. to 4:00 p.m. Central Standard Time (CST) or Central Daylight Savings Time (CDT).

Contact Information. The HR/Payroll/Personnel Call Center contact numbers and the types of calls are outlined below:

- Contact number **504–255–4630 (Payroll Issue – Option 1)**

Note: The **504–255–4630** contact number does not include inquiries regarding the determination of how pay was calculated for a manual payment or system calculation, or requests requiring detailed research. These items should be submitted through the Special Payroll Processing System (SPPS) or Document Tracking System External (DOTSE). Questions concerning the setting of pay are to be submitted to agencies' servicing personnel and/or headquarters staff.

Types of calls included are:

- Employee payment issues (i.e., unpaid, paid incorrectly or non-receipt)
- Form SF–50, Notification Of Personnel Action, and/or Form SF–1150, Record Of Leave Data, issues, data, and printing issues

- Contact number **504–255–4630 (Personnel Issue – Option 2)**

Note: The **504–255–4630** contact number does not include inquiries regarding the determination of how pay was calculated for a manual payment or system calculation, or requests requiring detailed research. These items should be submitted through SPPS or DOTSE. Questions concerning the setting of pay are to be submitted to agencies' servicing personnel and/or headquarters staff.

Types of calls included are:

- Personnel action processing assistance
- Correction of suspense errors
- Contact number **504-255-4630 (Customer Support – Option 4)** or call **504-255-5230**

Note: The **504-255-4630** contact number does not include employee calls that are HR related. These calls will be referred to the servicing HR office.

Types of calls included are:

- Reporting Center issues
- Other reporting issues, such as the Payroll/Personnel Report Generator System (CULPRPT) or Remote Forms Queuing System (RFQS)

Staffing. The HR/Payroll/Personnel Call Center is staffed with customer support representatives (for Tier 1 help desk support) and subject matter experts (for escalated issues from the Tier 1 group) to assist agency personnel in processing HR/Payroll/Personnel transactions. The staff analyzes client calls, resolves problems, and assembles statistical reports for NFC management.

Call Handling. On average, the HR/Payroll/Personnel Call Center receives 4,300 calls each month which are identified as Tier 1 and Tier 2. Calls identified as Tier 1 are resolved within two workdays. Calls identified as Tier 2 are resolved based upon the complexity of the issue. For example, some issues may require system modification. When the HR/Payroll/Personnel Call Center staff logs a payroll/personnel issue as a problem requiring developer intervention, a Software Problem Report (SPR) is prepared and forwarded to the appropriate development organization for action. The SPR includes documentation, which explains the issue and screen prints of the incorrect data. The developers assign SPR numbers for tracking purposes and provide the initiators updates as the issues are resolved. These updates are entered in the Document Tracking System (DOTS) by NFC staff. The status is updated every five to seven workdays.

The types of inquiries received in the HR/Payroll/Personnel Call Center should be requests of **urgent** nature that can be resolved quickly, such as giving a status of request or payment. Other types of inquiries received that may require more time are recertifications or personnel type calls. Requests such as these which require detailed research/assistance should be submitted through DOTSE as a written request.

HR/Payroll/Personnel Call Center Procedures. The HR/Payroll/Personnel Call Center adheres to the following procedures:

- Agencies should have access to DOTSE to submit and track requests.
- Inquiries received in the HR/Payroll/Personnel Call Center via telephone are entered in DOTS by NFC for tracking purposes.

- Inquiries not of an urgent nature or that require detailed research or assistance must be submitted through DOTSE by the agency via a written request.
- Inquiries concerning Payroll/Personnel document processing may require programmer intervention. An SPR will be submitted to the development team for resolution. These are entered in DOTS by NFC to track the status. The status in DOTS is updated every five to seven days.
- Inquiries involving more than three social security numbers per phone call should be submitted by the agency in DOTSE.

***EmpowHR* Help Desk**

The ***EmpowHR*** Help Desk provides assistance to NFC customers who use ***EmpowHR*** to process position management and personnel and payroll actions. ***EmpowHR*** Help Desk assistance includes resolution of all questions, processing issues and suspense errors encountered by ***EmpowHR*** customers, as well as ***EmpowHR*** navigational issues and functionality.

Available Hours. The hours of operation are Monday through Friday 8:00 a.m. to 4:00 p.m. CST or CDT.

- Contact number **504-255-4630** (***EmpowHR*** - Option 3), **1-888-367-6955**, or call **504-426-1670**

Staffing. ***EmpowHR*** Help Desk personnel have the responsibility for updating ***EmpowHR*** table additions and changes after these modifications have been included in the Table Management System (TMGT). They also update the Personnel Office Identifiers (POIs), organizational structures, and accounting stations in ***EmpowHR***, create security profiles, and grant access to navigational functions by assigning the appropriate roles to ***EmpowHR*** users.

Call Handling. Issues, problems, and requests for access are submitted to the ***EmpowHR*** Help Desk by e-mail (**empowhr@usda.gov**), telephone, or fax. After extensive research, trouble-shooting, and analysis, the ***EmpowHR*** Help Desk analysts and technicians provide problem resolutions to the agencies and log details of the issues in Remedy (Commercial-Off-The-Shelf Call Center Management Information System). Complex issues are documented by the ***EmpowHR*** Help Desk and reported to the ***EmpowHR*** development and programming staff for research and resolution.



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